

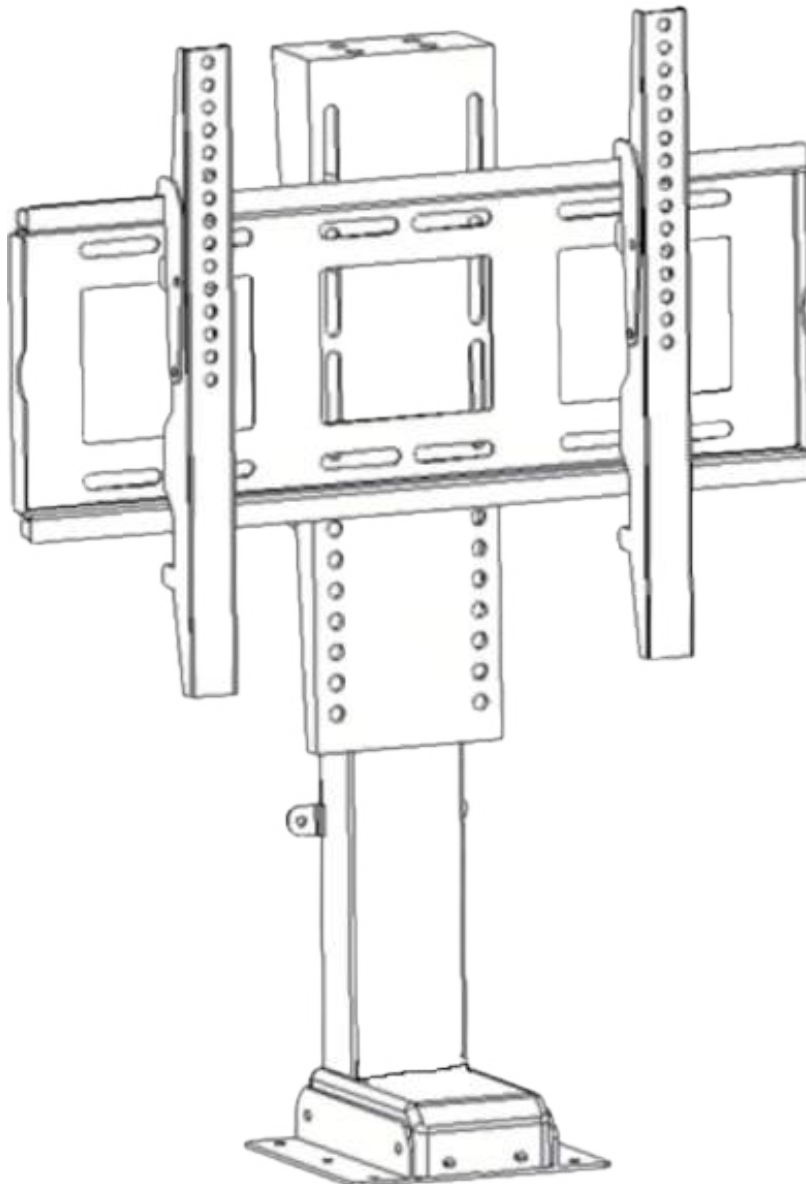
**Model: NCE2018**



**nce.com.au**

**TV LIFT KIT**





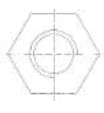





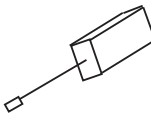




**INSTALLATION INSTRUCTIONS  
&  
USER MANUAL**



**READ THIS MANUAL BEFORE INSTALLATION**

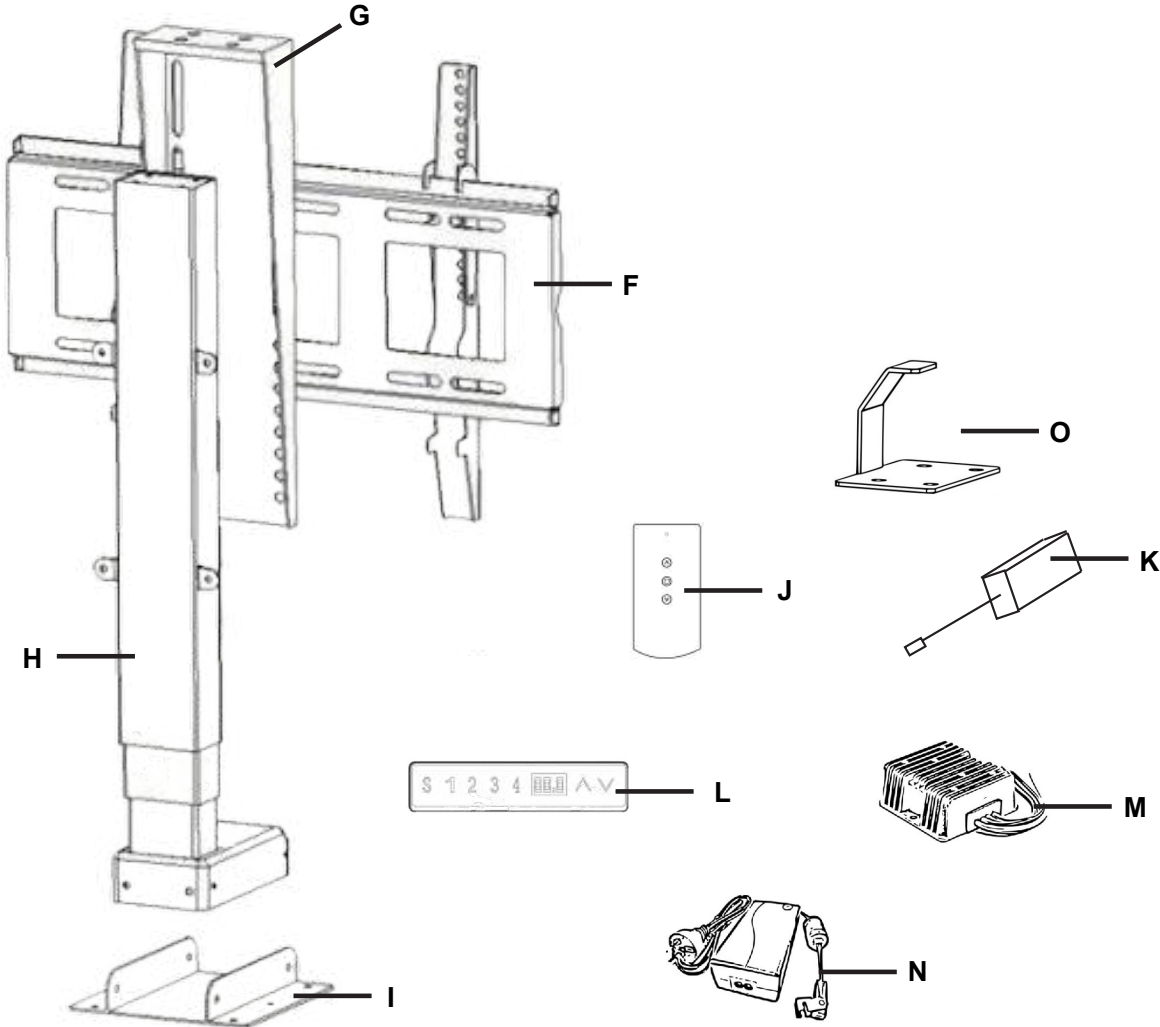


Contents:

						
A x 1	B x 1	C x 4	D x 4	E x 4	F x 1	G x 1
						
H x 1	I x 1	J x 1	K x 1	L x 1	M x 1	N x 1
	SPARE SCREWS					
O x 1	P					

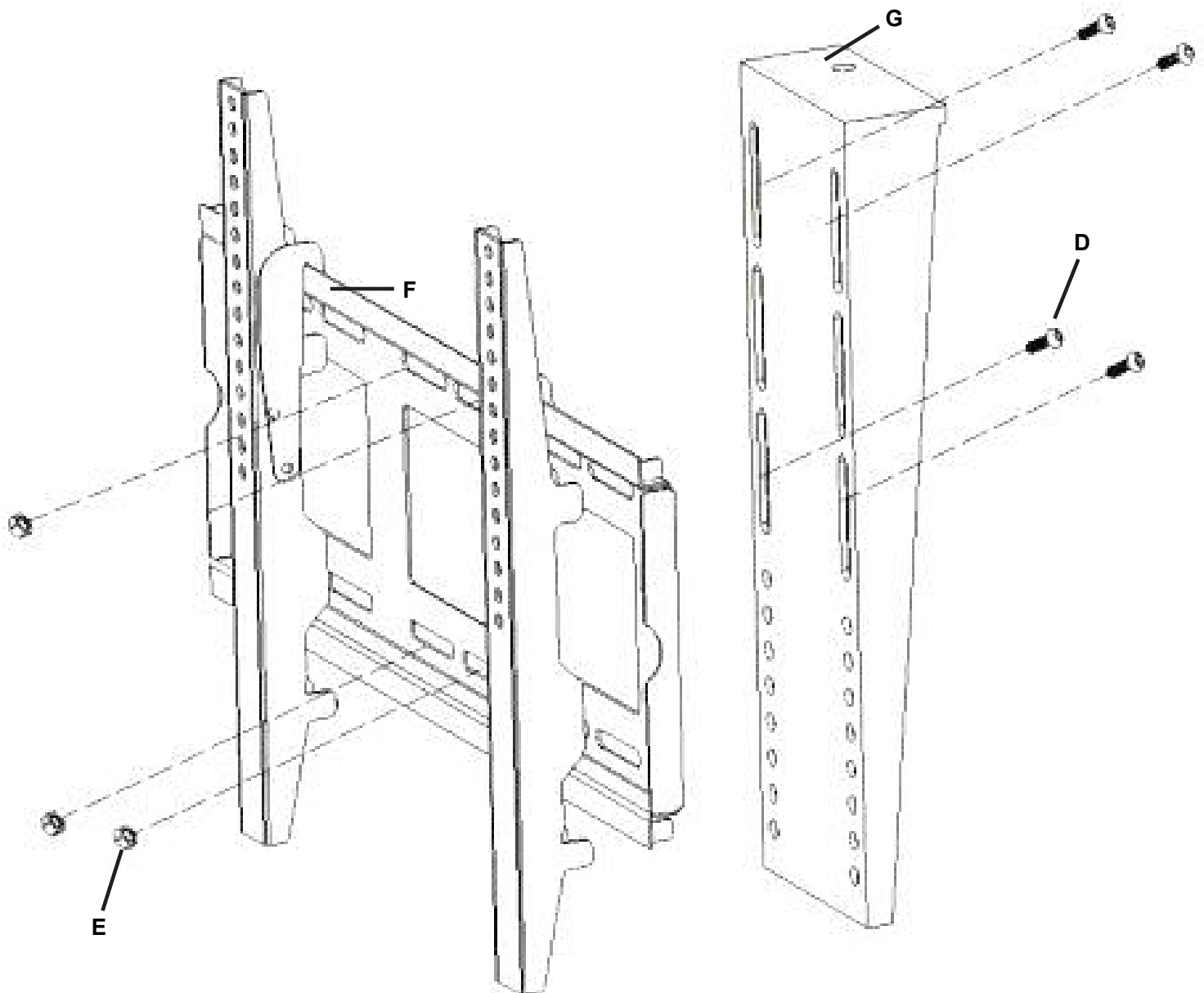
- A. 4mm Hex Key
- B. 5mm Hex Key
- C. M6 x 16mm Screw
- D. M8 x 12mm Screw
- E. M8 Nut
- F. TV Mounting Bracket
- G. Connecting Bracket (Pre-assembled)
- H. Lift Column

- I. Base Plate
- J. RF Remote Control
- K. Control Box
- L. Wired Programmable Remote Control
- M. 12V to 28V Converter
- N. AC Adaptor
- O. Top Bracket (Pre-assembled)
- P. Spare Screws



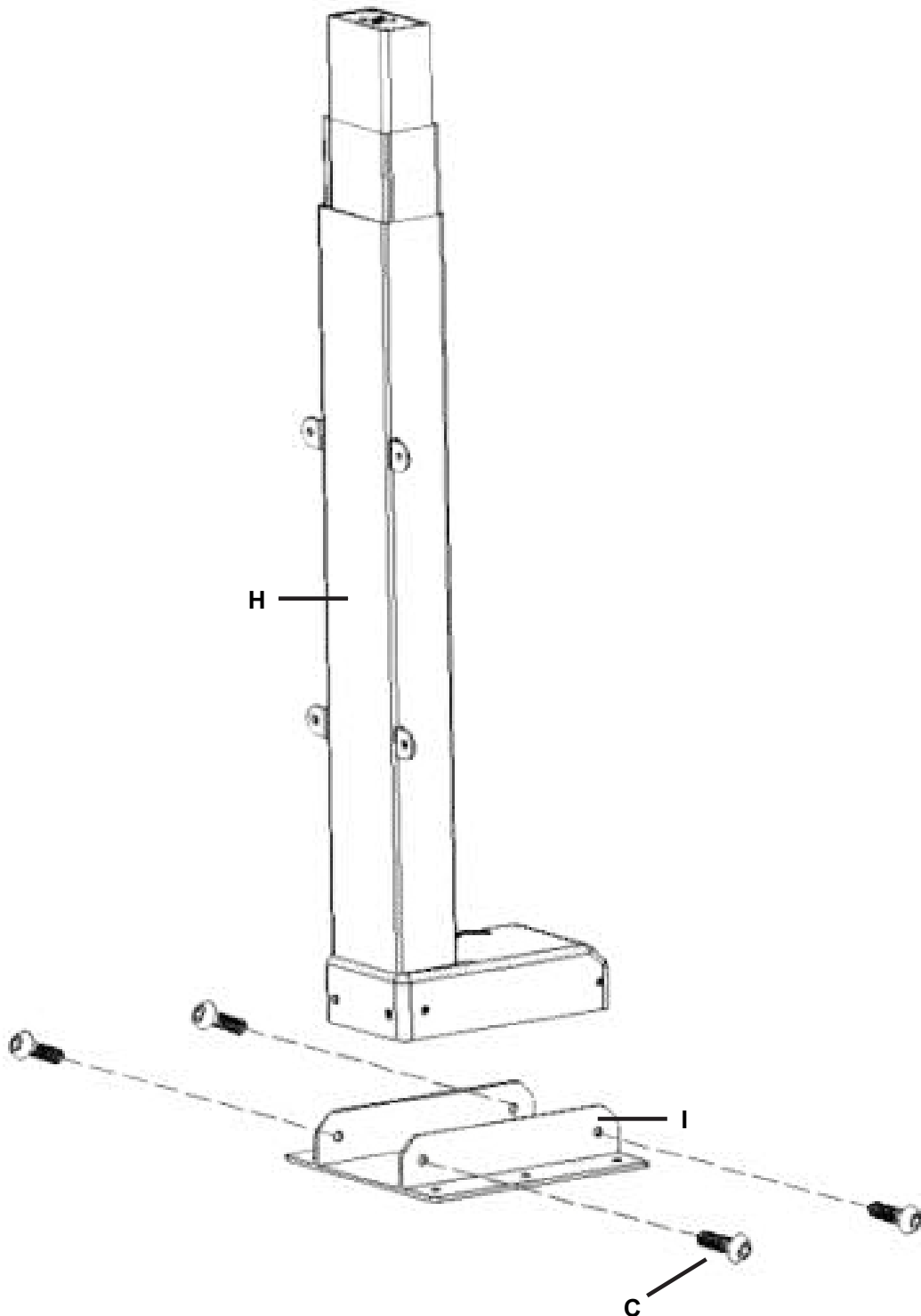
## Installation Steps:

**1. Assemble the TV Mounting Bracket (F) and the Connecting Bracket (G) using M8x12 (D) screws and M8 (E) Nuts as shown in the below image.**  
**NOTE: Connecting Bracket (G) has been Pre-assembled to Column (H)**



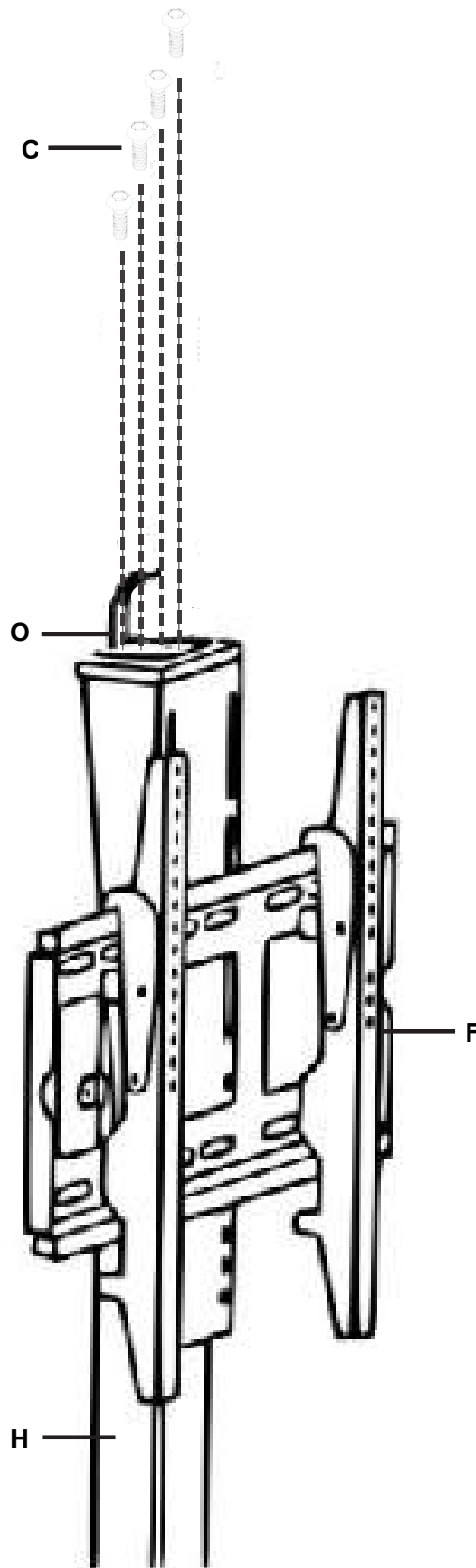
## Installation Steps:

2. Fix the Lift Column (H) onto the Base Plate (I) using M6x16 (C) screws as shown in the below image.



## Installation Steps:

3. Top Bracket (O) and the Connecting Bracket (G) have been Pre-assembled.

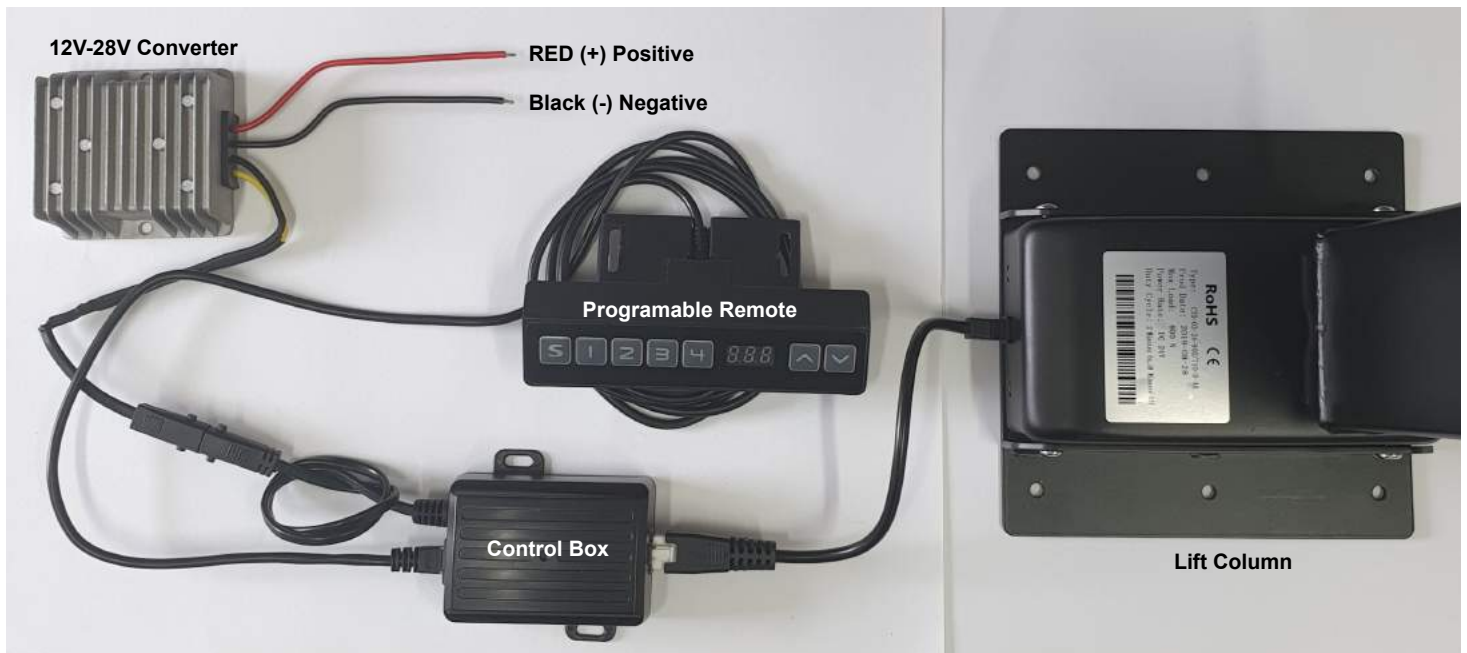


# Wiring Instructions:

## 12Volt DC Connection.

Connect the 12V-28V Converter (M) to the Control Box (K), connect the Wired Programmable Remote Control (L) to the Control Box (K) and then connect the Lift Column (H) to the Control Box (K)

Now connect the **Red** Wire from the 12V-28V Converter to Positive (+)12V and connect the Black Wire to Negative (-) 12V.



## 240Volt AC Connection.

Connect the AC Adaptor (N) to the control Box (K), connect the Wired Programmable Remote Control (L) to the Control Box (K) and then connect the Lift Column (H) to the Control Box (K)

Now plug in the AC Adaptor (N) to mains power.



# Operating Instructions:

## Wired programmable Remote Control.



**Step 1. When first connected, press and hold the down (v) button until a beep sounds. This resets the TV Lift.**

**Step 2. Find your lowest desired height by pressing and holding the UP (^) button and then press the S button followed by the 1 button. This would be your set lowest desired setting.**

**Step 3. Find your highest desired height by pressing and holding the UP (^) button and then pressing the S button followed by the 2 button. This would be you set Highest desired setting.**

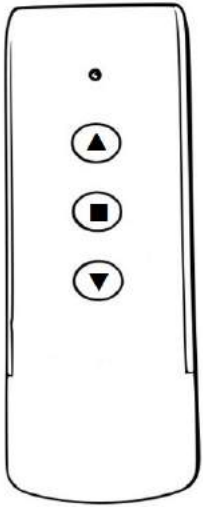
**Repeat Steps 2 and 3 if you require two other height settings.  
All your desired settings are now set.**

- Press button 2 for the TV Lift to reach your desired Highest (Up) setting**
- Press button 1 for the TV Lift to reach your desired Lowest (Down) setting**
- Press button 3 & 4 (if programmed) to reach your desired settings**



# Operating Instructions:

## RF Remote Control.



**Slide out Battery cover on the back of the Remote Control and insert the supplied Battery**

**Up Button     - Press this to reach highest TV Lift height**

**Stop Button   - Press to stop the TV Lift at any height**

**Down Button - Press to reach lowest TV Lift height**

**CAUTION: DO NOT PRESS THE UP BUTTON IF YOU HAVE ANY OVERHEAD CUPBOARDS WITHOUT PRESSING THE STOP BUTTON BEFORE REACHING CUPBOARDS**

## Repair, Return & Refund Policy

### About our policy

At NCE we want our customers to be completely satisfied with their purchase. We therefore recommend that you read be familiar with our Repair, Return and Refund Policy and our NCE General Terms and Conditions of Trade.

NCE offer a product warranty guarantee of **12 months** (one year) to the original purchaser from the time of purchase. Goods at the time of sale are deemed to be free from defects and fit for their intended use and purpose only and of a saleable quality.

Goods that are deemed faulty may be returned for repair, replacement, credit or exchanged only after approval from NCE. The conditions of these returns are outlined in the NCE Warranty document that accompanies all NCE products. This document can be found at [www.nce.com.au](http://www.nce.com.au)

### Warranty Conditions

NCE offers an 'Express Warranty' that is activated at the time of NCE product purchase by the consumer.

This Warranty is in addition to any warranties mandated by Australian Competition and Consumer Laws.

Nothing in this warranty is to be interpreted as excluding, restricting or modifying such warranties as required under Regulation 90 of the Competition and Consumer Regulations 2010.

### Change of mind

Please choose carefully as credits and returns are not provided where you have simply changed your mind or made a wrong selection. We recommend that you carefully review any orders before proceeding. Goods can not be accepted for return unless agreed in writing by NCE and a restocking charge of 25% may apply.

### Damaged goods

NCE recommend that you immediately inspect any goods that we deliver or that you collect from any of our warehouses to ensure you are completely satisfied with the goods, including that the goods are of acceptable quality, and match the description we have provided to you.

If any goods arrive damaged, please contact your NCE Account Manager as soon as possible so a Return Authority Number can be arranged and the goods inspected. Goods must be returned within a reasonable time. The acceptance of the goods delivered shall be deemed for all purposes to have taken place 30 days\* from the date of delivery.

If a purchaser receives a product that is damaged in transit from NCE, the purchaser should:

- Refuse to accept delivery of the product,
- Direct the courier to "Return goods to sender" and
- Notify NCE Customer Service or Warranty Department immediately.

NCE will not accept warranty claims on items delivered to the requested destination and inspected at time of delivery by the purchaser that are subsequently deemed to be **damage in transit, after 7 days of delivery from the delivery date.**

Your Account Manager may take the following steps in order to determine the best way to proceed:

- Visit you on site to inspect the goods within 5 working days\* from your initial contact with NCE.
- Where location prevents an immediate on-site visit we may ask you to email photos documenting the damage to your Account Manager.

## NCE

34-48 Stanley Drive Somerton VIC Australia 3062

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NCE Pty Ltd ABN 97 105 213 045 ACN 105 213 045

At this time, please supply your Account Manager with the following information to ensure your claim is resolved as quickly as possible:

- Original invoice number
- Description of damage or repair required
- Photos of damage or repair required
- Chassis number
- Make, model or part number
- Caravan build date

No goods will be accepted for return until a Return of Goods Authority Number has been supplied to you. Goods must be returned in the condition received by you with all original packaging, accessories and/ or manuals.

#### **Returns and repairs**

Goods returned for repair or credit will be assessed and repaired or replaced within a reasonable time. Credits will normally be processed within 14 days\* of your goods being returned to NCE's nominated warehouse. Where goods have been assessed to be repairable under the manufacturers' warranty, you may be supplied with details of an authorised repairer. You may also be provided with an indicative repair and/ or replacement time, which may vary due to reasons beyond our control, or the repairer's reasonable control, such as part availability and incorrect fault description. NCE does not take any responsibility for any repairs and/ or replacements carried out without our prior written consent.

Where goods are assessed to have been damaged by misuse or accident, no credit will be issued and no further action will be entered into. Where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply, we may provide you with an indicative cost estimate to repair the goods.

#### **Replacement item warranty**

Should a replacement item be supplied by NCE 'under warranty' due to damage or product failure of original item purchased, NCE will warrant the replacement item for the remaining warranty period only of the original item warranty.

#### **Warranty repairs on caravans**

NCE will not accept any claim for reimbursement for repairs or rectification carried out without prior authorisation from NCE Management. A written quote for the repair can be supplied, however NCE reserves the right to compare and assess the quote with an alternative repairer.

#### **Contact us**

If you have any questions regarding this policy, please contact our Head Office or your Account Manager.

This Return, Repair and Refund Policy is applicable to purchases made from NCE Pty Ltd. \*Estimated resolution days may vary to circumstances beyond ours/ or our suppliers control.

To receive a copy of NCE's full Terms and Conditions please contact our Head Office (03) 9308 7444 or visit [www.nce.com.au/terms-and-conditions](http://www.nce.com.au/terms-and-conditions)

\* Refers to calendar days.

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